

## EXHIBIT B

### PERFORMANCE MEASURES

#### FAMILY STRENGTHENING

	Education/Family Counseling/Literacy	School Readiness Quality of Care Improvement/Enhancement	Direct Child Care Assistance Assistance / Financial Literacy / Elimination of Predatory Lending
<b>OUTPUT MEASURES (select 1 - 2 measures)</b>			
Number of family friends and neighbors caregivers enrolled in the adopted Family Friends and Neighbors 5-Series workshops	x	x	
Number of family friends and neighbors caregivers and parents informed on ways to promote School Readiness (agency should define "informed")	x	x	
Number of unduplicated participants served (agency should define the following: 1) participant and 2) minimum threshold of service ) minimum threshold of service for VITA is completed Tax Returns.	x	x	x
Number of participants completing program	x	x	x
Number of participants receiving <u>(service)</u> : (agency should define service such as mentoring, training, supportive services, assessments, educational field trips, etc.)	x	x	x
Number of service hours delivered in <u>(service)</u> (agency should define service such as: parenting training, early childhood development, case management, mentoring, counseling, outreach, financial literacy, etc.)	x		
Number of children, center/school and home-based who receive guidance in communication skills, problem-solving skills, life skills from trained teachers, Family Friends and Neighbors Caregivers and parents		x	
Number of _____ classes/workshops conducted (agency should define type of class/workshop)	x	x	x
Number of classroom visits conducted	x	x	x
Number of parents educated on School Readiness guidelines		x	

Number of daycare hours provided				x	
Number of hours staff received training and continuing education				x	
Number of scholarships awarded				x	
Number of participants attending financial literacy classes	x				x
Number of participants enrolled in the Individual Development Account Savings Program					x
Number of volunteer service hours	x	x	x	x	x
Number of activity kits provided to delegate agencies for their clients		x			

FAMILY STRENGTHENING: Performance Measures  
(continued)

<b>OUTCOME MEASURES (select 2 - 4 measures)</b>					
Number and percent of children displaying progress in mastery of School Readiness Skills	x				
Number and percent of classrooms implementing Creative Curriculum strategies		x			
Number and percent of participants increasing knowledge in _____ (agency should fill in blank with one measure: parenting skills, child development, nutrition, health, academic performance expectations, methods to avoid delinquency, positive character traits, financial literacy, tenant rights, etc. --- and describe how you will measure)	x	x	x	x	x
Number and percent of participants with improved or increased _____ (agency should fill in blank with one for each measure: financial situation, family relationships, involvement with child's education, goal setting, developmental assets, social skills, problem solving skills, decision making skills, positive behavior, self-esteem, grades, academic skills, literacy, educational motivation, school attendance, etc. --- and describe how you will measure/define improvement )	x	x	x	x	x
Number & percent of parents utilizing Kindergarten Readiness Guidelines	x	x	x		
Number and percent of unduplicated participants passing One Ready test	x		x	x	
Number & percent of teachers completing CDA training			x	x	
Number & percent of teachers enrolling in higher education			x	x	
Number & percent of delays in school enrollment /employment reduced due to childcare				x	
Number & percent of participants achieving satisfactory school attendance				x	

Number & percent of child care staff implementing curriculum strategies		x		x	
<b>EFFICIENCY MEASURES (select 1 - 2)</b>					
Average cost per participant	x	x	x	x	x
Average cost per graduate	x				x
Average cost per family	x	x	x	x	x
Average cost per service hour (agency should define service hour)	x	x	x	x	x
Average daily attendance				x	
Ratio of children to staff member			x	x	
Average cost per daycare hour				x	
Average dollar value of tax refunds/Earned Income Tax Credit					x
Total dollar value of tax refunds/Earned Income Tax Credit					x
Average cost per Tax Return prepared					x
Average mentoring hours per participant	x	x	x	x	x
Dollar value of volunteer hours	x	x	x	x	x
Average number of hours per volunteer	x	x	x	x	x
Average number of participants reached/served per month	x	x	x	x	x

***It is recommended that the agency select from the standardized performance measure as listed in Exhibit B, however, if no appropriate measures are listed, the agency may develop its own measures. New measures will be subject to review and revision by City contract monitoring staff to ensure that the measures accurately assess program service effectiveness and efficiency.***

Volunteer hours should be calculated at minimum wage rate or the average wage for the particular work as determined by the Texas Workforce Commission in its Labor Market Information posted on the internet at <http://www.tracer2.com/> unless performed by a licensed professional such as a physician, psychologist, attorney, etc.

## YOUTH DEVELOPMENT

	Academic Enrichment, College Preparation, and Retention	Life Skills Training, Mentoring, and Career Exploration	Delinquency Prevention	Recreation / Year Round and Summer Youth Programs
<b>OUTPUT MEASURES (select 1 - 2 measures)</b>				
Number of unduplicated participants served (agency should define the participant and minimum threshold of service )	x	x	x	x
Number of participants completing program	x	x	x	x
Number of participants receiving a service (agency should define service such as meals, mentoring, training, counseling, supportive services, etc.)	x	x	x	x
Number of volunteer hours performing _____ services (agency should specify type of service: coaching, mentoring, training, etc.)	x	x	x	x
Number of home visits conducted	x	x	x	x
Number of workshop/classes held (agency should describe workshop/classes)	x	x	x	x
Number of public games held				x
Number of service hours delivered in _____ (agency should fill in blank with name of the service I.e. parenting training, early childhood development, case management, mentoring, counseling, outreach, etc.)	x	x	x	x
<b>OUTCOME MEASURES (select 2 - 4 measures)</b>				
Number and percent of participants maintaining academic standard of ____ or above (agency should fill in blank with "A", "B", "C", or 80%, 90% etc.)	x	x	x	x
Number and percent of participants receiving High School diploma or GED	x	x	x	x
Number and percent of participants with improved _____ (agency should select one for each measure: goal setting, accepting personal responsibility, social skills, teamwork, character traits, problem solving skills, decision making skills, positive behavior, self-esteem, grades, academic skills, educational motivation, school attendance, occupational motivation, career preparation, work performance, etc., and describe how you will measure/define improvement )	x	x	x	x

Number and percent of participants with increased knowledge in _____ (agency should select one for each measure: nutrition, health, work performance expectation, academic performance expectations, methods to avoid delinquency, positive character traits, etc., and describe how you will measure)	x	x	x	x
Number and percent of participants progressing to next academic grade	x	x	x	
Number and percent of students staying in school	x	x	x	
Number of participants who enter higher education, enter military or full-time employment	x	x		
<b>EFFICIENCY MEASURES (select 1 - 2)</b>				
Average cost per participant	x	x	x	x
Average daily attendance	x	x	x	x
Average monthly enrollment	x	x	x	x

YOUTH DEVELOPMENT: Performance Measures (continued)

Average number of classes per month	x	x	x	x
Dollar value of volunteer hours	x	x	x	x
Ratio of adults to student participants	x	x	x	x

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## WORKFORCE DEVELOPMENT

	Adult Literacy	Transitional job training and support services	Skilled job training and support services
<b>OUTPUT MEASURES (select 1 - 2 measures)</b>			
Number of unduplicated participants served (agency should define the following: participant and minimum threshold of service )	x	x	x
Number of unduplicated participants enrolled in the Individual Development Account Savings Program	x	x	x
Number and percent of participants enrolled in higher education		x	x
<b>OUTCOME MEASURES (select 2 - 4 measures)</b>			
Number of participants obtaining full-time employment at or above \$8.75 per hour after training		x	x
Number of participants obtaining full-time employment earning less than \$8.75 per hour after training		x	x
Average hourly wage for participants placed in jobs		x	x
Number and percent of participants completing _____ training (agency should fill in the blank with the type of training: financial literacy, job training, Life Skills, occupational, customized, etc.)	x	x	x
Number of participants retaining full-time employment for 90-days from initial start date.		x	x
Number of participants retaining full-time employment for 6 months from initial start date.		x	x
Number of participants retaining full-time employment for 18 months from initial start date.		x	x
Number and percent of participants progressing to Adult Education classes	x		
Number and percent of participants increasing at least 1/2 grade level	x		
Number and percent of participants improving their writing skills by one level using a literacy test	x		
<b>EFFICIENCY MEASURES (select 1 - 2)</b>			
Average cost per contact or instructional hour	x	x	x
Average cost per participant or graduate	x	x	x
Average daily attendance in classes	x	x	x
Dollar value of volunteer hours	x	x	x

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## COMMUNITY SAFETY NET

	Emergency Assistance	Hunger Services	Homeless Services/Housing Development	Crisis Intervention and Domestic Violence	Disabled Services	Senior Services	Vacant lot/abandoned bldg cleanup	Community Court
<b>OUTPUT MEASURES (select 1 - 2 measures)</b>								
Number of unduplicated participants served (agency should define the participant and minimum threshold of service )	x	x	x	x	x	x		x
Number of families or households served	x	x	x					
Number of participants completing program	x	x	x	x	x	x		
Number of participants receiving a service (agency should define service such as: assessments, interviews, service plans, crisis assistance, mentoring, case management, counseling, skilled nursing, medical treatment, medical equipment, transportation, food, food stamp applications, meals, showers, supportive services, referrals to another service, TB test, Life Skills training, utilities assistance, clothing, etc.)	x	x	x	x	x	x		
Number of service hours delivered in _____ (agency should fill in blank with name of the service: i.e. assessments, interviews, service plans, assistance on a crisis line, mentoring, training, case management, counseling, skilled nursing, medical treatment, supportive services, etc.)	x	x	x	x	x	x		
Number of volunteer service hours provided	x	x	x	x	x	x		

Number of attendance days or bed nights			x	x	x	x		
Number of events/classes/workshops held (agency should describe type of event/class/workshop)		x	x	x	x	x		
Number of participants receiving _____ training (agency should fill in blank with type of training)		x	x	x	x	x		
Number of participants completing program (define program and completion)		x	x	x	x	x		
Number of housing providers enrolled in the project			x					
Number of participants that obtain a government picture ID			x					
Number of participants who followed through with referrals		x	x					
Number of transportation (one-way) trips provided	x		x		x	x		
Number of pounds of food distributed		x	x		x			
Number of Safe Return registrations					x			
Number of persons outreached (agency should describe outreach methods)	x	x	x	x	x	x		
Number of community service hours								x

COMMUNITY SAFETY NET: Performance Measures continued

<b>OUTCOME MEASURES (select 2 - 4 measures)</b>								
Number and percent of participants receiving High School diploma or GED			x		x			
Number and percent of participants with improved _____ (agency should select one to fill in the blank for each measure: health, quality of life, goal setting, accepting personal responsibility, social skills, teamwork, problem solving skills, decision making skills, positive behavior, self-esteem, academic skills, educational motivation, school/work attendance, occupational motivation, career preparation, work performance, etc., and describe how you will measure/define improvement )	x	x	x	x	x	x		
Number and percent of participants with increased knowledge in _____ (select one for each measure: nutrition, health, work performance expectation, academic performance expectations, methods to avoid delinquency, positive character traits, etc., and describe how	x	x	x	x	x	x		



you will measure),								
Number of participants obtaining full-time employment at or above \$8.75 per hour after training			x	x	x			
Number of participants obtaining full-time employment earning less than \$8.75 per hour after training			x	x	x			
Average hourly wage for participant graduates placed in jobs			x	x	x			
Number of participants retaining full-time employment for 90-days from initial start date			x	x	x			
Number of participants retaining full-time employment for 6 months from initial start date			x	x	x			
Number of participants retaining full-time employment for 18 months from initial start date			x	x	x			
No. of families moved into transitional or permanent housing	x		x	x	x			
Number of participants maintaining permanent housing for 6 months	x		x	x	x			
Number and percent of participants obtaining SSI, SSD or VA benefits			x	x				
Number and percent of repeat offenders								x
Number of vacant lots cleaned							x	
<b>EFFICIENCY MEASURES (select 1 - 2)</b>								
Average cost per service (agency should define service such as: day center day, meal, bed night, counseling hour, case management hour, rental subsidy, advocacy hour, medical service, etc.)	x	x	x	x	x	x		x
Average daily attendance		x	x	x	x	x		
Average number of service hours provided per participant (define service hour and participant)	x	x	x	x	x	x		
Average cost per participant	x	x	x	x	x	x		x
Dollar value of community service work performed								x

COMMUNITY SAFETY NET: Performance Measures continued

Average number of days (or nights) per participant receiving services (agency should define service such as shelter, rental assistance, day center, etc.)		x	x	x	x	x		
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Average monthly rent subsidy paid per person	x		x		x			
Dollar value of volunteer hours	x	x	x	x	x	x		
Market value of food delivered per pound		x	x		x	x		
Value of equipment loaned to clients/savings					x			
Number & percent of beds occupied			x	x				
Service Utilization rate			x			x		

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